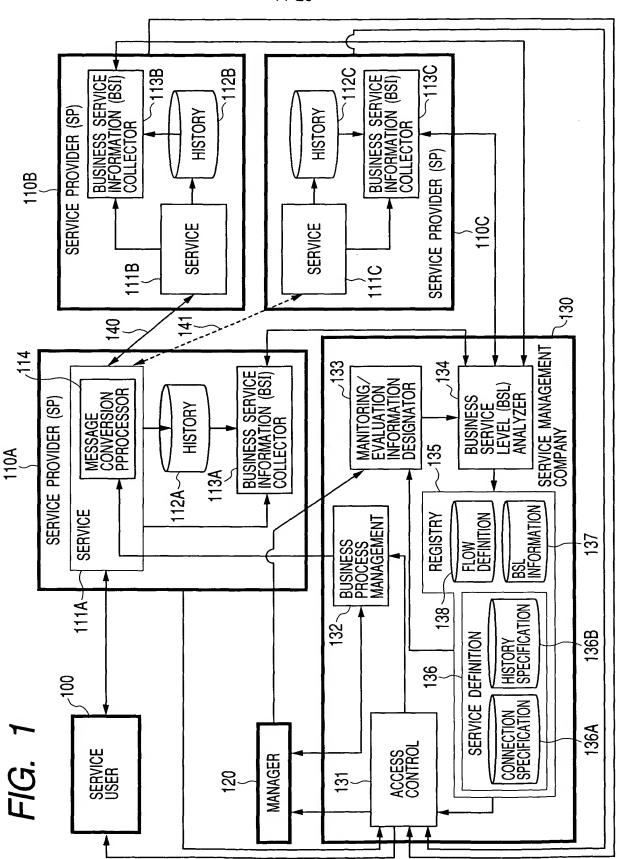
Titl: System for Business Service Management and Method...

Atty D cket No. 16869N-091300

Sh t 1 of 28

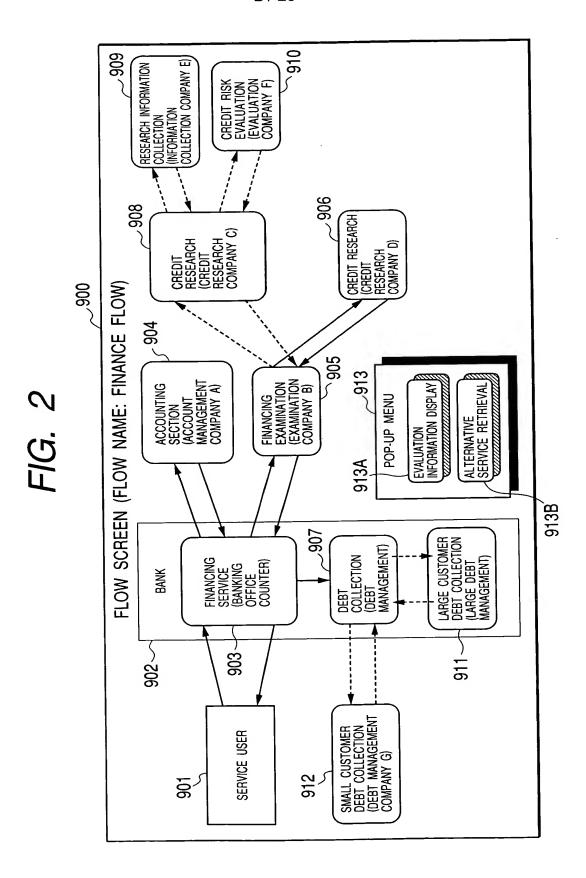


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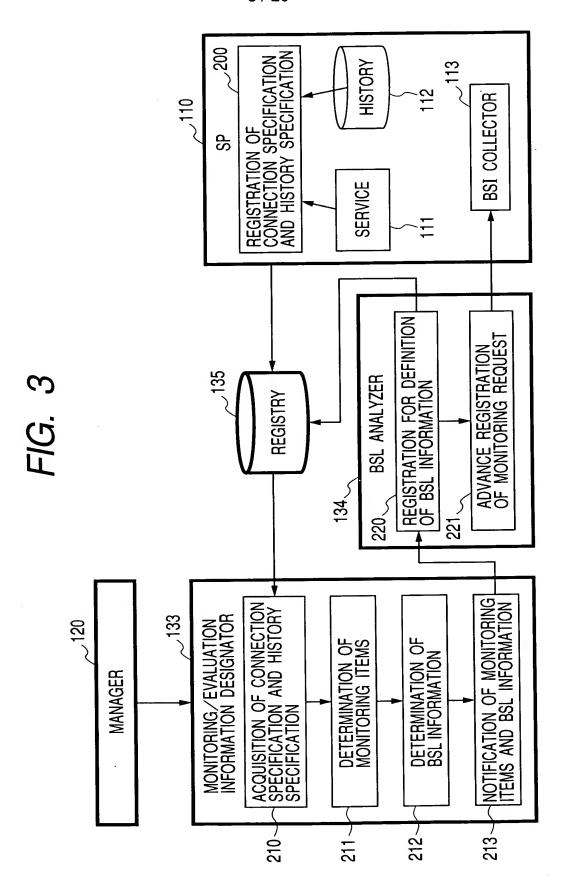
Atty D cket No. 16869N-091300 Sheet 2 of 28



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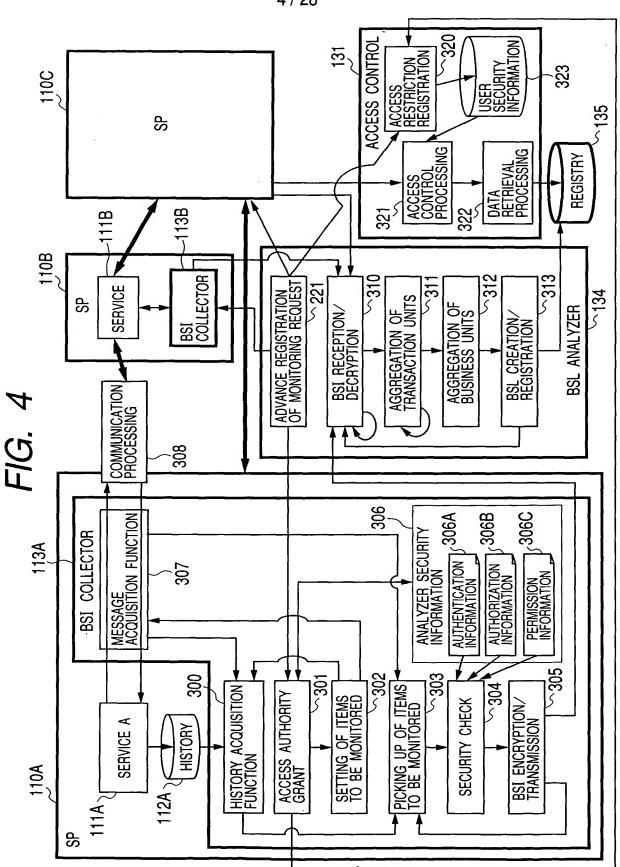
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Atty Dock t No. 16869N-091300 She t 3 of 28



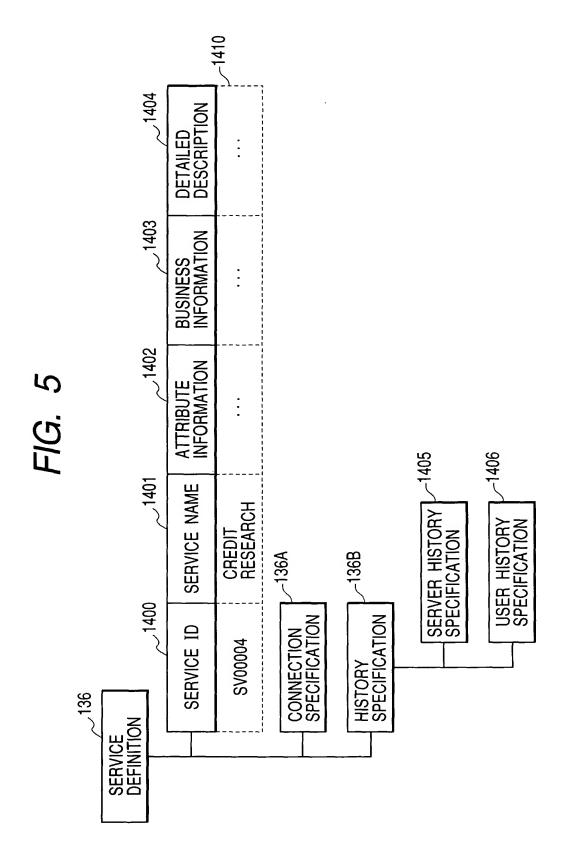
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Atty Docket No. 16869N-091300 Sh et 4 f 28



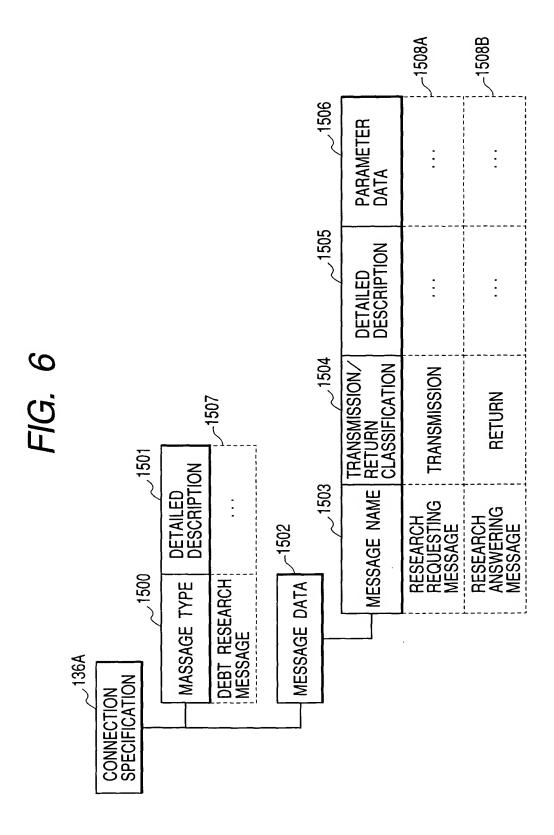
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Atty Docket No. 16869N-091300 Sh et 5 of 28



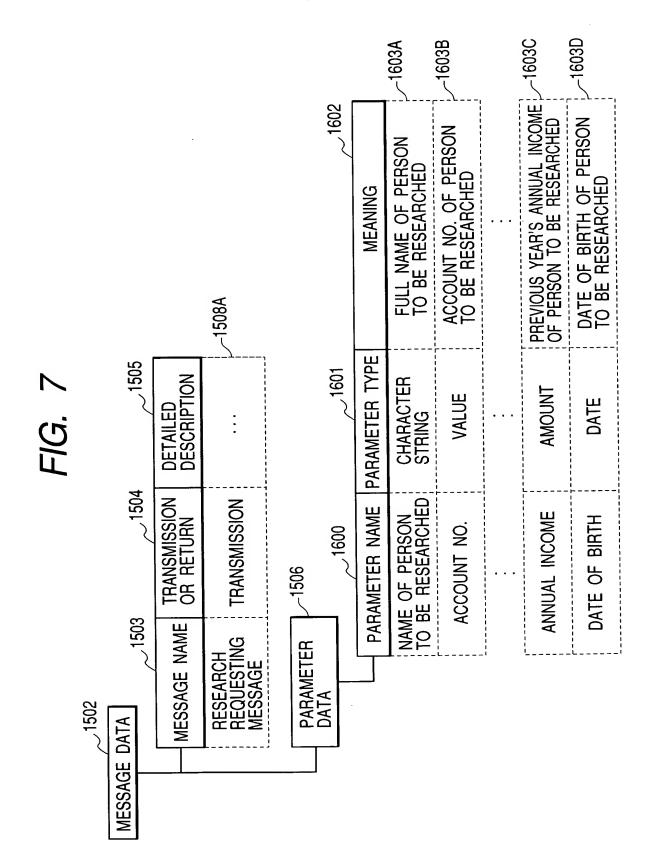
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Atty Docket No. 16869N-091300 She t 6 of 28



Titl: System for Business Service Management and Method...

Atty D cket N . 16869N-091300 Sheet 7 of 28



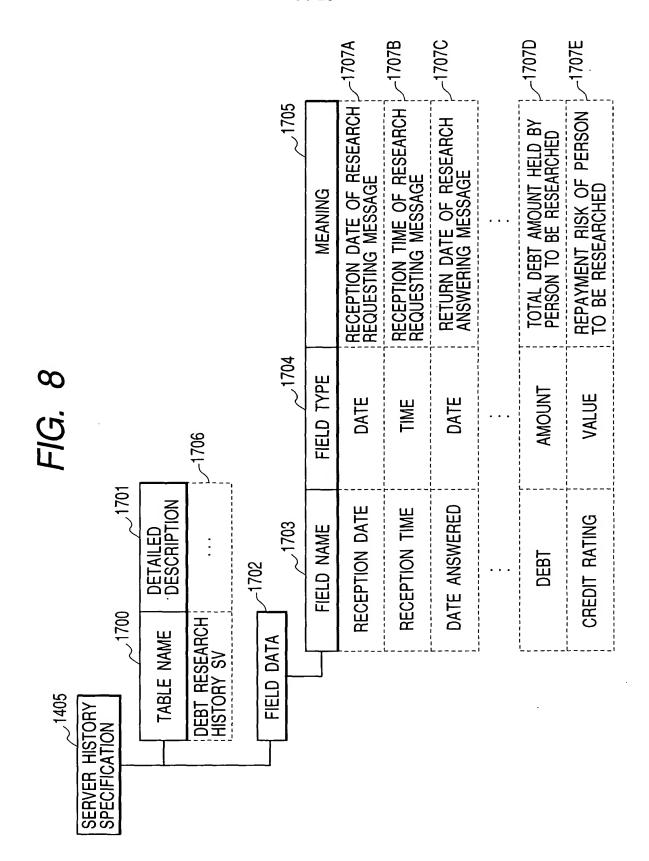
Robert C. Colwell, Reg. No. 27,431

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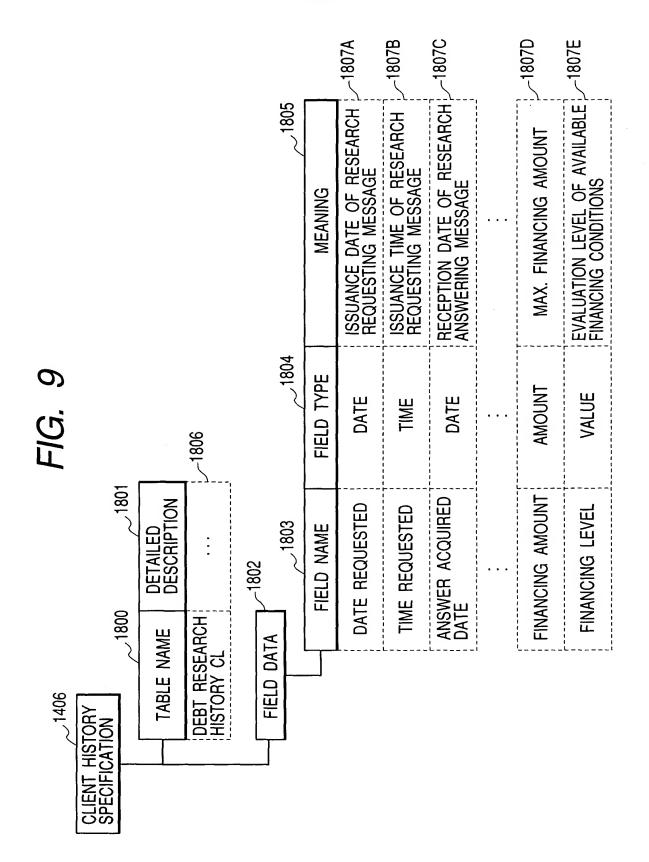
Atty Dock t No. 16869N-091300 Sh t 8 of 28



Titl: System for Business Service Management and Method...

Atty Dock t No. 16869N-091300

Sheet 9 of 28



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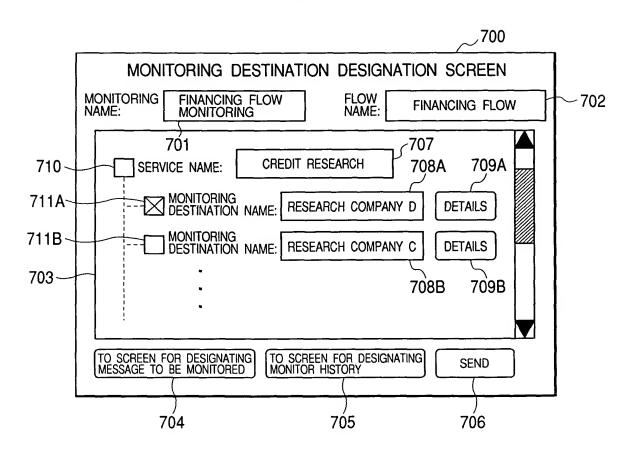
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Atty Dock t No. 16869N-091300 Sheet 10 of 28

FIG. 10



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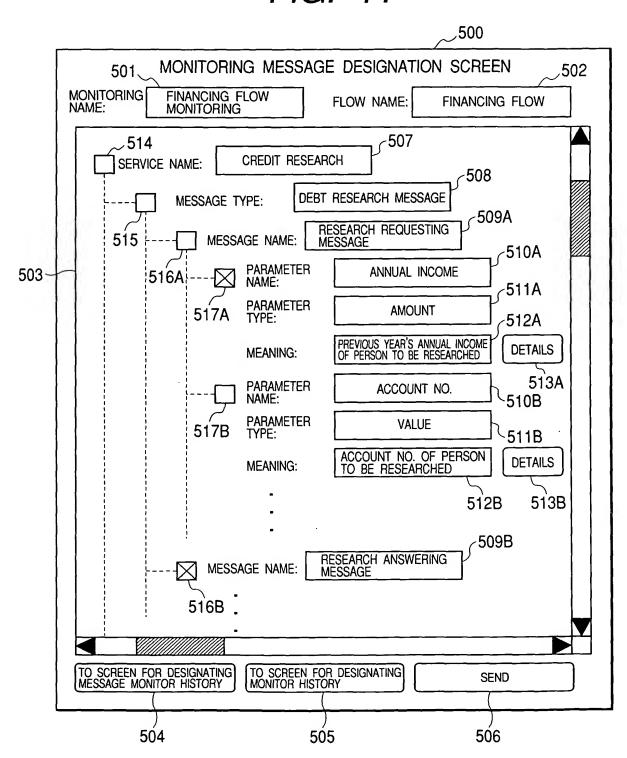
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Atty Dock t No. 16869N-091300

She t 11 of 28

11 / 28

FIG. 11



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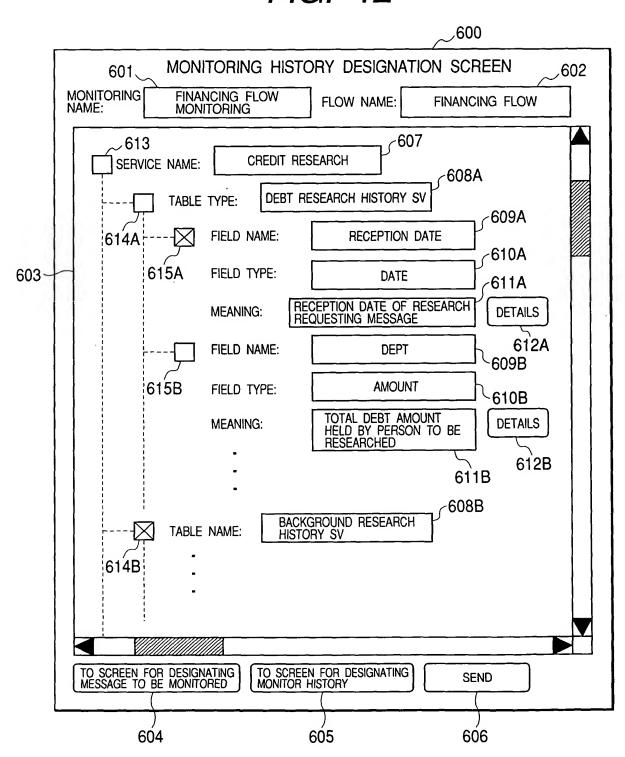
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Title: System for Business Service Management and Method...

Atty Docket No. 16869N-091300 Sheet 12 of 28

12 / 28

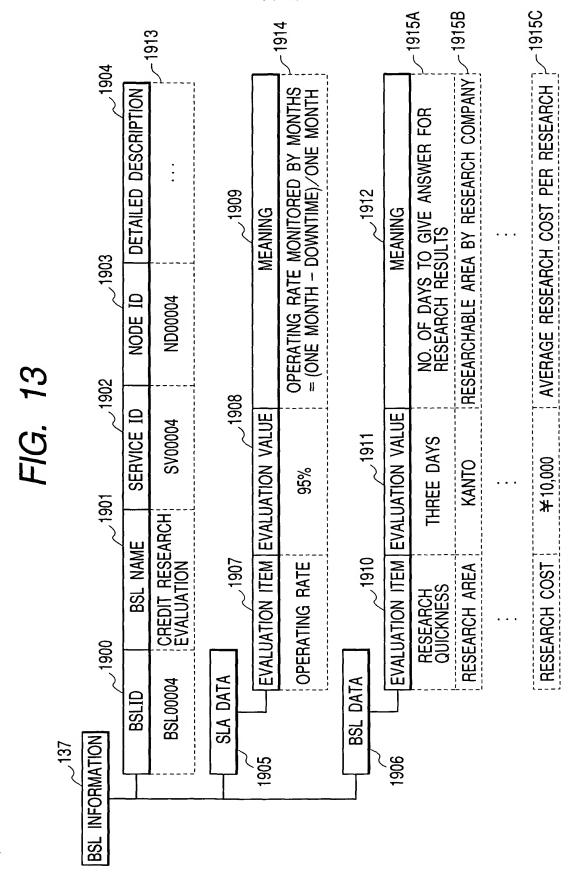
FIG. 12



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Atty Docket No. 16869N-091300

Sh et 13 of 28



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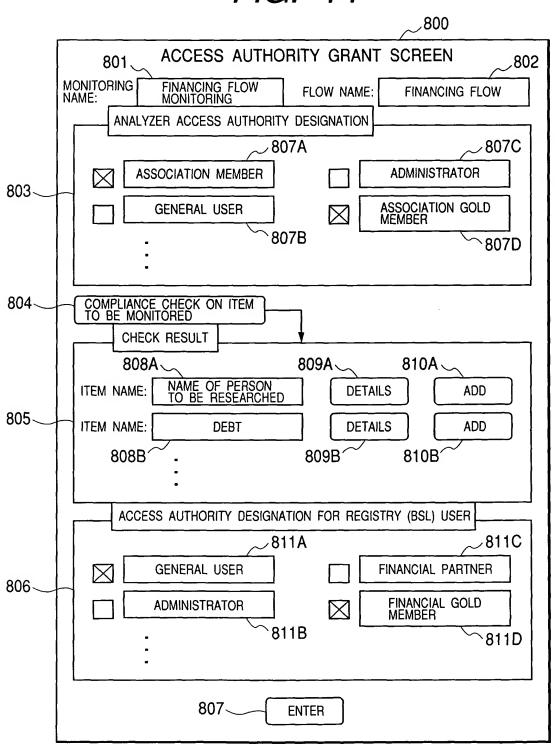
Title: System for Business Service Management and Method...

Atty Docket No. 16869N-091300

She t 14 f 28

14/28

FIG. 14



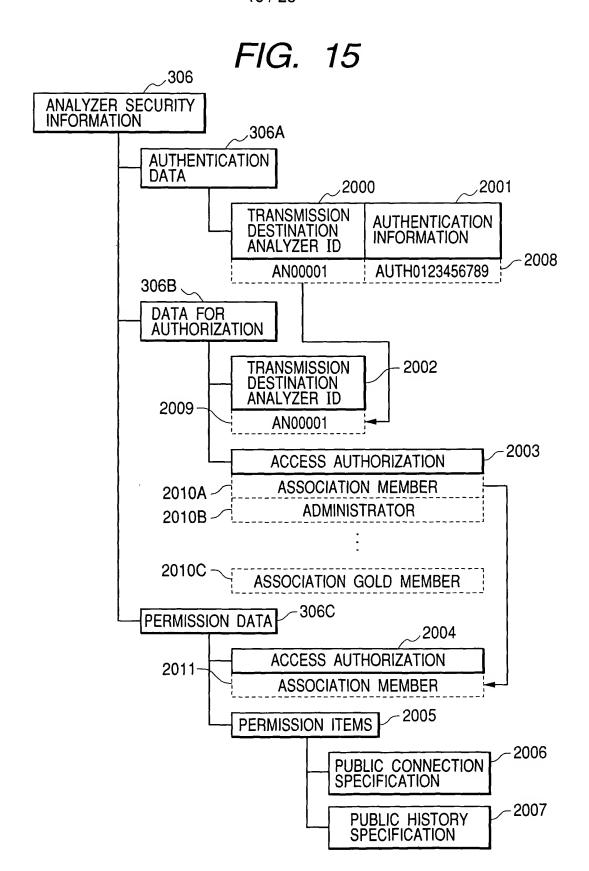
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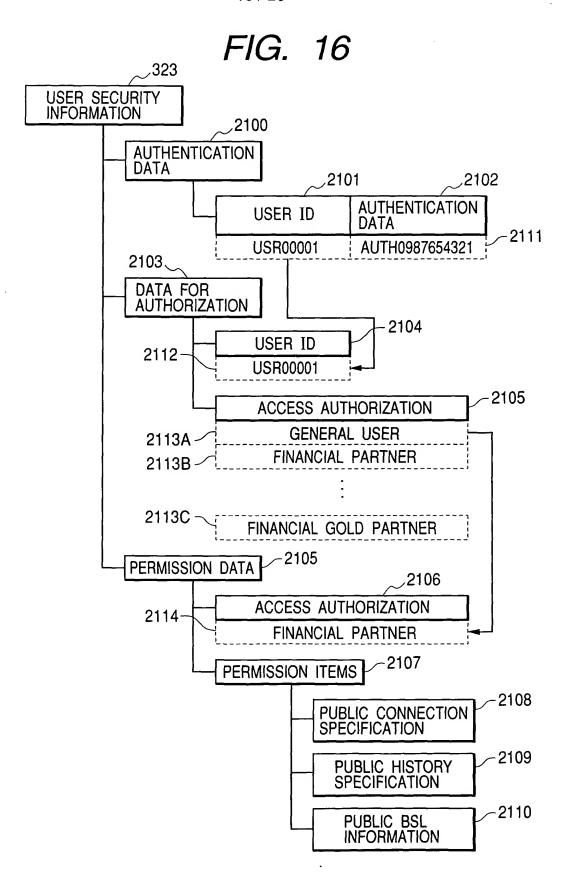
Atty Dock t N . 16869N-091300

Sheet 15 of 28



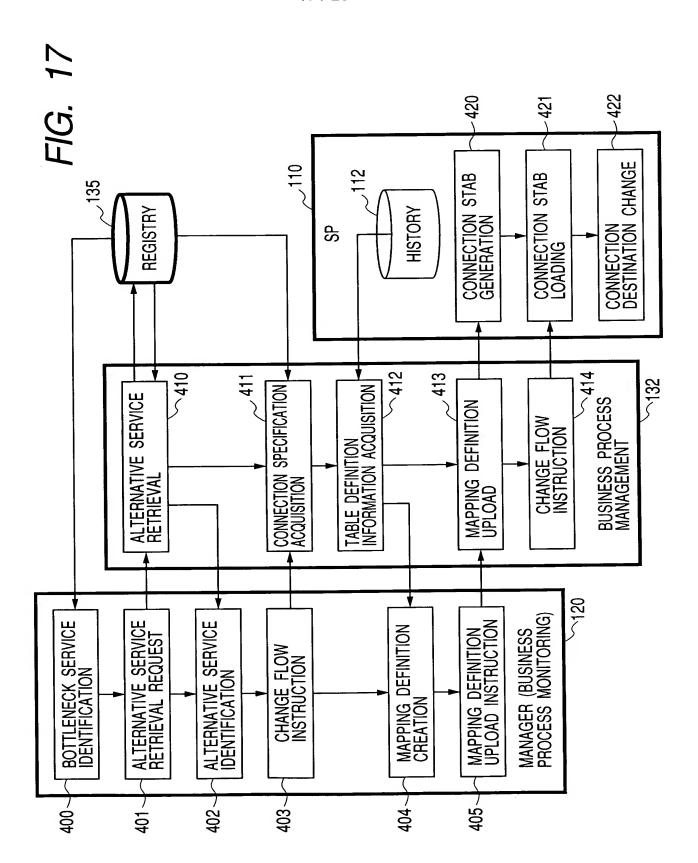
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Atty D cket N . 16869N-091300 She t 16 of 28



Titl: System for Business Service Management and Method...

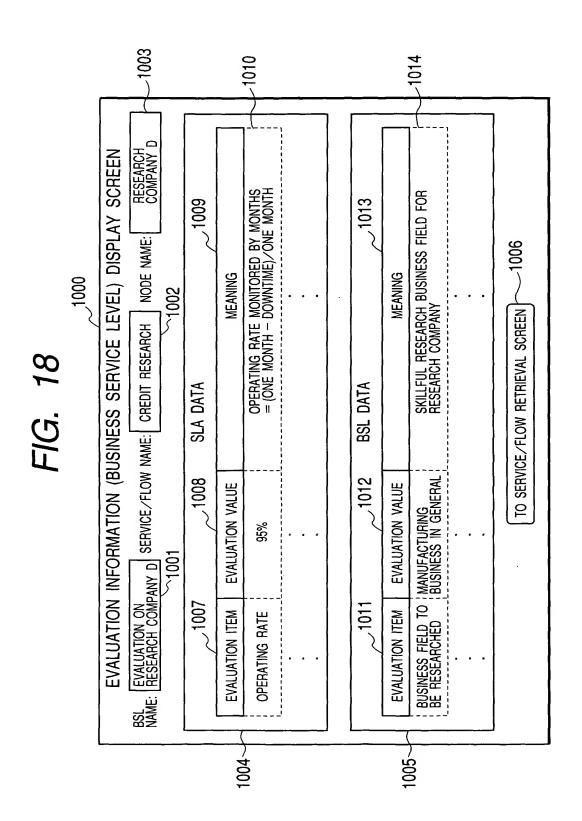
Atty Dock t No. 16869N-091300 Sheet 17 of 28



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Atty Docket No. 16869N-091300

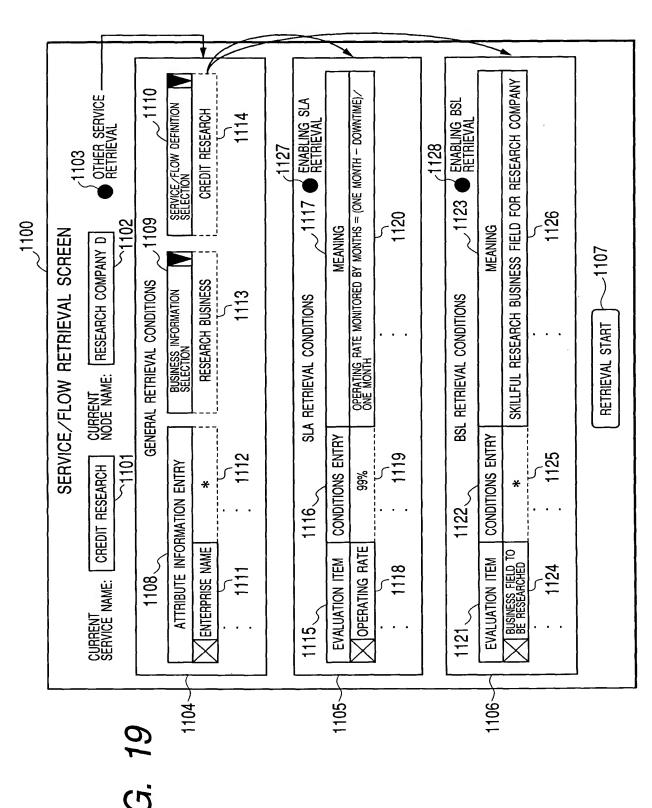
Sh et 18 f 28



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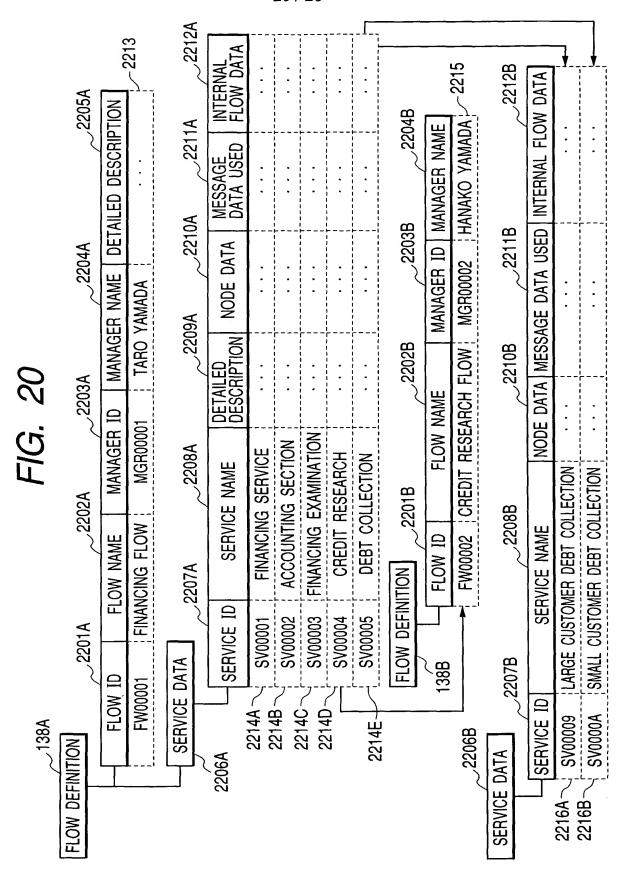
Atty Docket No. 16869N-091300

She t 19 of 28



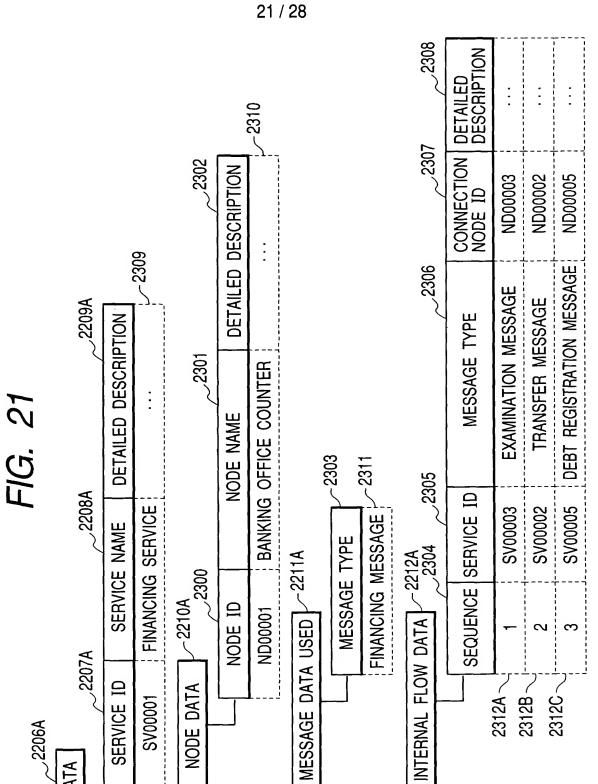
Title: System for Business Service Management and Method...

Atty Docket No. 16869N-091300 Sh et 20 of 28



Titl: System for Business Service Management and Method...

Atty D ck t No. 16869N-091300 Sheet 21 of 28



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Title: System for Business Service Management and Method...

Atty Dock t No. 16869N-091300 Sh et 22 of 28

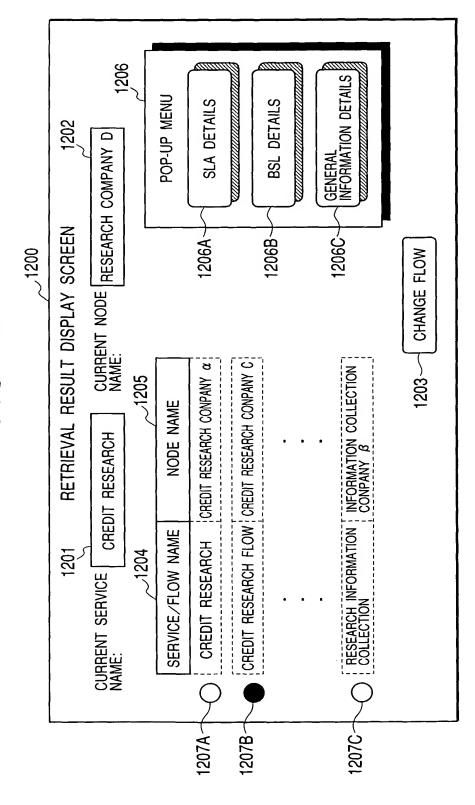
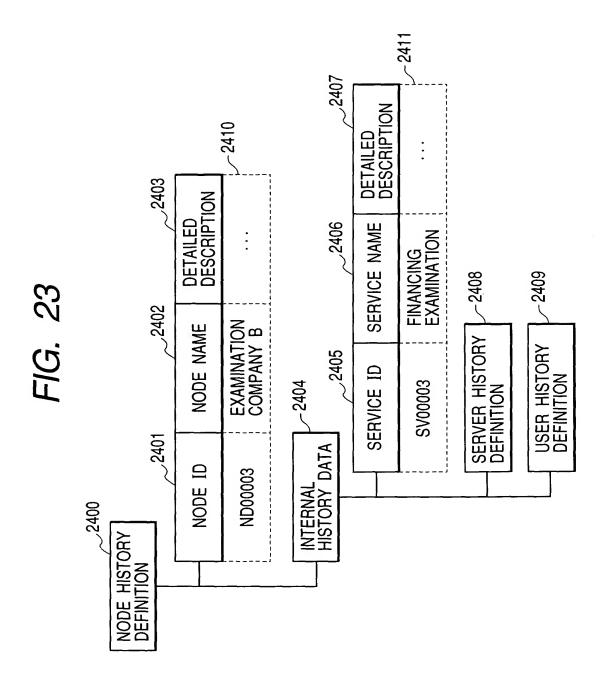


FIG. 22

Title: System for Business Service Management and Method...

Atty Docket No. 16869N-091300

Sh t 23 f 28



Titl: System for Business Service Management and Method...

Atty Docket No. 16869N-091300 She t 24 of 28

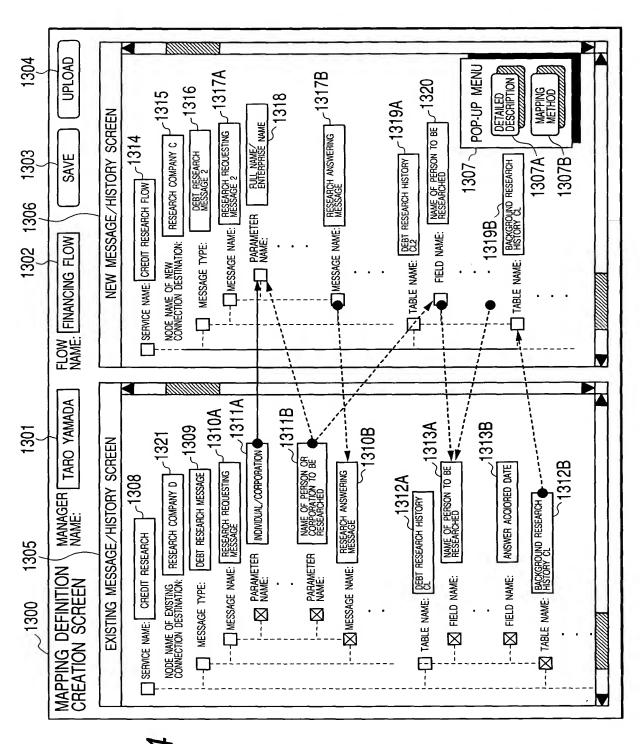
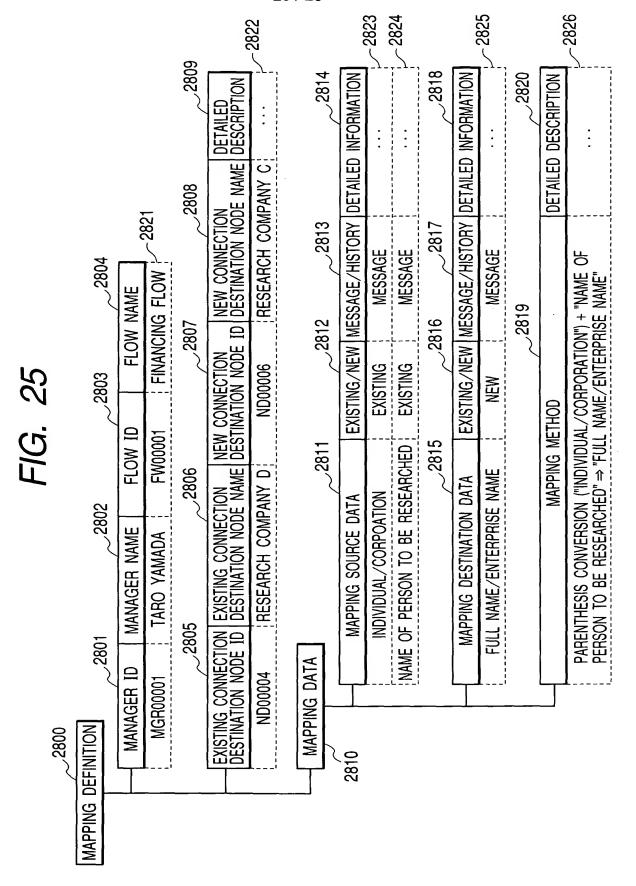


FIG. 24

Title: System for Business Service Management and Method...

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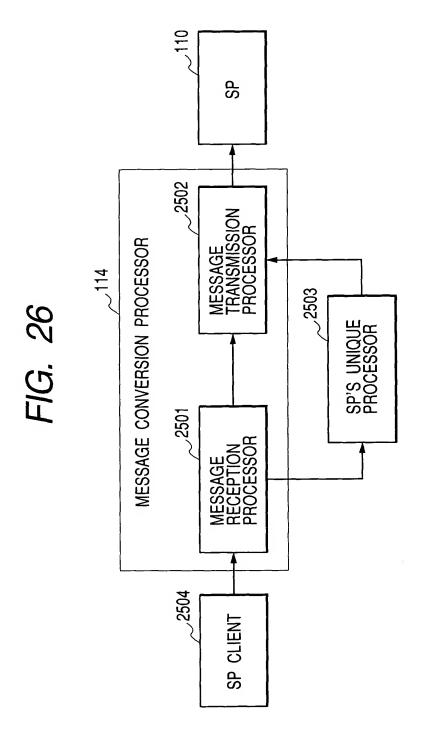
Sh t 25 of 28



Titl: System for Business Service Management and Method...

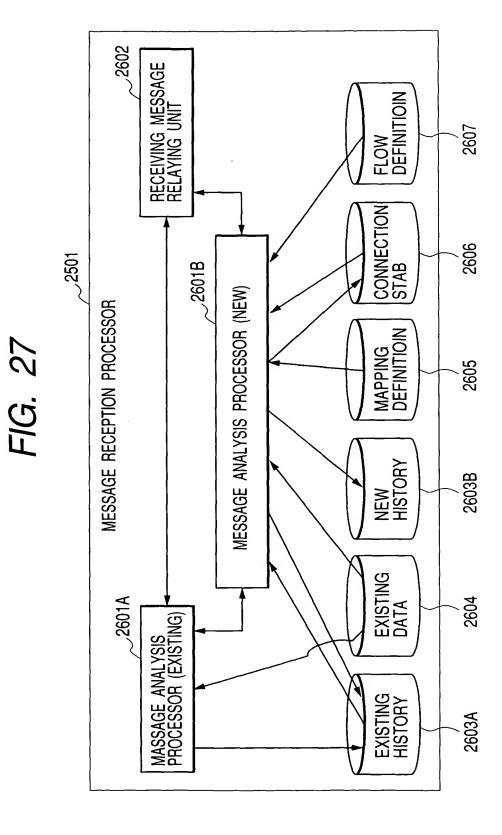
Atty Dock t No. 16869N-091300

Sh et 26 of 28



Title: System for Business Service Management and Method...

Atty Dock t No. 16869N-091300 She t 27 of 28



Titl: System for Business Service Management and Method...

Atty Dock t No. 16869N-091300 Sh et 28 of 28

